EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	1	"20030018762"	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:06
L2	0	resource near2 availabilty with time	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L3	1192	resource near2 availability with time	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L4	320	resource near2 availability with time and probability	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L5	25	resource near2 availability with time and probability and (task near2 schedul$3)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L6	5	resource near2 availability with probability and (task near2 schedul$3)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L7	1	("20050107904").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L8	1	(probability statistic) with resource near6 future same (task job process) near2 schedul$3	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L9	10	(probability statistic) with resource near6 future and (task job process) near2 schedul$3	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L10	0	"7095841" .uref.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L11	6	forecast$3 near2 resource same (task job process) near2 schedul$3	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L12	0	"7095841" .ref.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L13	0	forecast$3 near2 resource same (task job process) near2 schedul43	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07

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L14	1	"6,574,587".pn.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L15	27	(probability chance statistic$3 predict$3) with availability and 705/???.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L16	1	"5436965".pn.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L17	72	(probability chance statistic$3 predict$3) with availability same (calls near2 center)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L18	99	resource near2 availability with (probability statistic$4)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L19	3	resource near2 availability with (probability statistic$4).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L20	1	"6466664".pn.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L21	12	("4559493" | "4829563" | "4881261" | "5155763" | "5327490" | "5341412" | "5467391" | "5511112" | "5546456" | "5570419" | "5640445" | "5926528").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L22	7	L21 and probability	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L23	6851	718/100-108.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07
L24	10	predict$3 near6 dialing same schedul$3 near4 calls	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 10:07
L25	7	L18 and L23	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:07

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L26	346	call near2 distribut$3 same (probability chance predict$3)	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 10:48
L27	16	call near2 distribut$3 same (probability chance predict$3).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:44
L28	6	task near2 scheduling same (probability chance predict$3).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:44
L29	18	task near2 schedul$3 same (probability chance predict$3).ab.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:45
L30	49	task near2 schedul$3 same (probability chance predict$3) and 718/100-108.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:50
L31	0	task near2 schedul$3 same (probability chance predict$3) and "379".ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:50
L32	4	task near2 schedul$3 same (probability chance predict$3) and 379/???.ccls.	US-PGPUB; USPAT; USOCR; EPO	OR	ON	2008/01/07 13:50
L33	5	("4959686" | "6393433" | "6778643" | "6816798" | "RE36416").PN.	US-PGPUB; USPAT; USOCR	OR	ON	2008/01/07 13:54

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A Flockhart
A Szlam
N Johnson
P Jefferies
B Sarwar

Apparatus for supervising an automatic call **distribution** telephone system - all 5 versions »
WK Clare, DP Sundby - US Patent 5,465,286, 1995 - Google Patents
... supervising system is used in a telephone **call** management and **distribution** system having ... system for locating **agents** and displaying the **agents** on the ...
Cited by 62 - Related Articles - Web Search

[PDF] Managing uncertainty in call centres using Poisson mixtures - all 9 versions »
G Jongbloed, G Koole - Applied Stochastic Models in Business and Industry, 2001 - cs.vu.nl
... a few days in advance, while **agent** rosters often have ... The problem of estimating the mixing **distribution** is addressed in ... for the arrival rate of **calls**, based on ...
Cited by 46 - Related Articles - View as HTML - Web Search

Optimizing call-center performance by using predictive data to distribute **agents** among **calls** - all 3 versions »
FJ Bogart, AD Flockhart, RH Foster, JE Kohler, EP ... - US Patent 6,163,607, 2000 - Google Patents
... the fabric and to provide automatic **call-distribution** functionality ... and **agents** with low scores (eg, **agents** with little ... of a **call** handler who handles **calls** of a ...
Cited by 31 - Related Articles - Web Search

From market games to real-world markets - all 19 versions »
P Jefferies, ML Hart, PM Hui, NF Johnson - Minority Games, 2005 - books.google.com
... 10. Simulated **distribution** of wealth for portfolio short- one 30-day euro-**call**, at the ... We showed that as in -dependent entities, the **agents** were able to ...
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Integrated audio and video agent system in an automatic call **distribution** environment - all 3 versions »
AE Berry, AM Chang, R Hamm, R Maiden, S Milstead, ... - US Patent 6,404,747, 2002 - Google Patents
... 4J **distribution** engine which searches for the "Universal ... system that can answer incoming
calls from customer ... conference per system where all **agents** can placed ...
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Using filtering **agents** to improve **prediction** quality in the GroupLens research collaborative ... - all 15 versions »
BM Sarwar, JA Konstan, J Herlocker, B Miller, J ... - Proceedings of the 1998 ACM conference on Computer supported ..., 1998 - portal.acm.org
... **agents** under natural selection ties, so **agents** tit are ... en-ne server through its APL **Calls** are provided ... that wotid result in a ratings **distribution** that closely ...
Cited by 201 - Related Articles - Web Search

Predictability of Large Future Changes in a Competitive Evolving Population - all 15 versions »
D Lamper, SD Howison, NF Johnson - Physical Review Letters, 2001 - APS
... We **call** this our "black-box" game. ... (1), indicating that the exact **distribution** of strategies ... In addition, the number of **agents** taking part in the game at each ...
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Expected wait-time indication arrangement - all 2 versions »
RJ Costantini, AD Flockhart, CW Maccannon Jr, JL ... - US Patent 5,506,898, 1996 - Google Patents
... **call** center that comprises an automatic **call-distribution** (ACD) switch ... some of which are staffed by **agents** 25 ... 5 trunks 12 over which it receives incoming **calls**. ...
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Waiting-call selection based on objectives - all 3 versions »
AD Flockhart, RH Foster, JE Kohler, EP Mathews - US Patent 5,982,873, 1999 - Google Patents
... In automatic **call-distribution** (ACD) systems, **calls** incoming to a ... answered and handled
by a plurality of **agents**. ... utes and connects incoming **calls** to whatever ...
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Method and system for dynamic customized call routing - all 2 versions »
ST Charalambous, S Durinovic-Johri, YA Levy - US Patent 5,530,744, 1996 - Google Patents
... CR and LB can use the **predictions** of expected ... as 5 the "Next Available **Agent**" (NAA) application ... independent and complete system for **call distribution** that does ...
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R Schoonderwoe...
H Itoh
O Holland
J Bruten
N Nisan

[PDF] Ant-like **agents** for load balancing in telecommunications networks - all 3 versions »
R Schoonderwoerd, O Holland, J Bruten - ... of the First International Conference on Autonomous **Agents**, 1997 - dsp.jpl.nasa.gov
... load balancing, and that they can outperform mobile **agents** using sophisticated ... able
to cope with sudden changes in the **distribution** of **call probabilities**. ...
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Incentives to Help in Multi-Agent Situations - all 5 versions »
H Itoh - Econometrica, 1991 - JSTOR
... We **call** the solution the optimal wage ... MULTI-**AGENT** SITUATIONS 621 **distribution** function
condition ... with production externalities between **agents**, however, CDFC is ...
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Risk and expectations in a-priori time allocation in multi-agent contracting - all 5 versions »
A Babanov, J Collins, M Gini - ... joint conference on Autonomous **agents** and multiagent systems ..., 2002 - portal.acm.org
... **agent** needs to collect is the empirical **distribution** of how ... done" **task** list D = , all the subsequent **calls** are recursive ... p c 1 = ¯p 1 the **agent** proceeds with ...
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Meta-level reasoning in deliberative **agents** - all 4 versions »
A Raja, V Lesser - Intelligent Agent Technology, 2004.(IAT 2004). Proceedings. ..., 2004 - ieeexplore.ieee.org
... For in- stance, the utility **distribution** of a method if ... achieves a utility value of 30 with **probability** 0.1 and ... M is a collection of n heteroge- neous **agents**. ...
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Allocation of tasks to specialized processors: A planning approach - all 3 versions »
KJ Becker, DP Gaver, KD Glazebrook, PA Jacobs, S ... - European Journal of Operational Research, 2000 - Elsevier
... be handled or routed to **agents** or technicians ... some commercial CTI systems allow
distribution or routing ... or forecasted system parameters, eg, **call** arrival rates ...
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Exploring bidding strategies for market-based **scheduling** - all 12 versions »
DM Reeves, MP Wellman, JK MacKie-Mason, A ... - Decision Support Systems, 2005 - Elsevier
... We **call** this strategy "sunk aware". ... the **distribution** of **agent** ... in a mixed

strategy
are cast as proportions of a large population of **agents** playing the ...
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[PS] Quantitative modeling of complex computational **task** environments - all 4 versions »
KS Decker, VR Lesser - Proceedings of the Eleventh National Conference on ..., 1993 - historical.ncstrl.org
... this case the quality that is associated with **task** ... or non-local effects exist between tasks that are known by more than one **agent**, we **call** them coordination ...
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[PDF] **Scheduling** with group dynamics: A multi-robot **task** allocation algorithm based on vacancy chains - all 9 versions »
TS Dahl, MJ Mataric, GS Sukhatme... - Center for Robotics and Embedded Systems, University of ..., 2002 - cres.usc.edu
... such as the number and general **distribution** of **agents** ... the number of expected collisions
for **agents** executing random ... We **call** the class of machines with this kind ...
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[PS] Agent Technology in Load Balancing for Network Applications - all 3 versions »
M Grivas, SJ Turner - International Workshop on Intelligent **Agents** on the Internet ..., 1998 - gosh.ex.ac.uk
... produced by the randomness of **call** pattern. ... for research for balanced work **distribution**
and adaptive ... are non-adaptive, load-querying and communicative **agents**. ...
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Scheduling tasks with precedence constraints to solicit desirable bid combinations - all 6 versions »
A Babanov, J Collins, M Gini - ... joint conference on Autonomous **agents** and multiagent systems, 2003 - portal.acm.org
... 1 Figure 2: Unconditional **distribution** for successful completion **probability** ... Naturally,
an **agent** will not be willing to ... and compute the payoff- **probability** pairs ...
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